



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	CUSTOMER SERVICE REPRESENTATIVE I
3	Posting Number	PN# 110291
4	Department	SOLID WASTE MANAGEMENT
5	Division	ADMINISTRATION
6	Section	DUMPSTER PROGRAM
7	Reporting Location	611 WALKER
8	Workdays & Hours	M - F, 8 a.m. - 5 p.m.*
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> Researches, analyzes, and resolves customers' problem and inquiries. Provides information on changes and ordinances. Receives calls using the automatic call distribution system to provide customers information. Provides general information to customers on services. Will contact the appropriate personnel to inform of concerns and adjustments. Performs data entry activities to record information. Prepares correspondence to customers (i.e. senior citizens and change requests). May work with other departmental areas to resolve inquiries.	
10	<u>WORKING CONDITIONS</u> This position is physically comfortable most of the time with occasional periods of stooping, bending and /or lifting of materials up to 10 lbs. The position may involve dealing with modestly unpleasant situations, as with extensive use of a video display terminal.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> Basic knowledge as might normally be acquired through attainment of a high school diploma or a GED (i.e. grammar, spelling, punctuation and simple mathematical functions.)	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> Six (6) months of administrative or customer service related experience is required.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u> None	
14	<u>PREFERENCES</u> None	
15	<u>SELECTION/SKILLS TEST REQUIRED</u> None	
16	<u>SAFETY IMPACT POSITION</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: <div>Salary Range - Pay Grade 13 \$824 - \$1154 Bi-weekly \$21,424.00 - \$30,004 Annually</div>	
18	<u>OPENING DATE</u>	May 3, 2006
19	<u>CLOSING DATE</u>	May 9, 2006
20	<u>APPLICATION PROCEDURES</u> Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 837-9211. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. An equal opportunity employer	